



# ASCCA

## Foothill Chapter 5

### September 2019

## President's Message:

Greetings all,

Have you ever wanted to see a large service center that started small? A place that does it all, including a training center?

I can't wait! It's my first time seeing it. Don't miss Team Weekend at Gustafson Brothers Automotive, Huntington Beach Sep 7 & 8.

It's in our backyard. You can carpool with others from our chapter. Great classes and information.

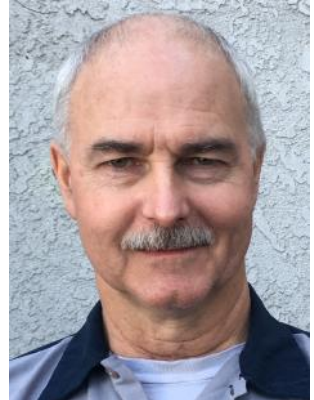
Free lunch and dinner. It isn't any easier. Chapter 5 needs to make a large showing. You will be impressed!

In addition, it's by the beach and will be much cooler.

Info and registration page 4.

We have gone dark for our September 3 dinner at Mijares. We hope you to will go to Team Weekend the following Saturday!

Kirk Haslam  
President, ASCCA Chapter 5  
Advance Muffler  
1234 E. Walnut St.  
Pasadena CA 91106



## UPCOMING MEETINGS & EVENTS

Sep 7 & 8 - Team Weekend at Gustafson Brothers Automotive, Huntington Beach

Oct 1 - Oktoberfest at Montrose Bowl  
Nov 5 - To Be Announced at Mijares

Dec 7 - Chapter Holiday Party at the  
Monrovia.

David Fischer of California Employer's Service helped us understand how to be pro-active with OSHA compliance issues. He also emphasized the importance of getting a compliance coach to help you navigate the maze of regulations.



## **Shop Drawing**

Toyo Star was drawn in the Shop Drawing, and was not present to win the \$200 prize. The prize will increase to \$220 for our September meeting. Remember, you must be present to win!

# Create a Genuine Customer Connection

By Nora Johnson



This story was originally published in Ratchet+Wrench on August 8, 2019

There is something about forming connections with customers that can feel, almost ... phony? With similar interactions occurring every day with each and every customer, greetings, formalities and explanations can become stiff and robotic, if a conscious effort isn't put into place.

At Laurie Guest's previous job at an optometrist's practice, customer service was the office's speciality—so much so that other industries called the office and asked Guest and her colleagues to teach them their ways. For the next few years, Guest put together a "best-kept secrets" presentation, and began speaking at other businesses about the subject of customer service. Guest has since left her job at the optometrist, and is now a professional customer service expert. Guest is a public speaker to both large corporations and small groups, and focuses on customer service, staff development, and improving customer engagement.

Guest emphasizes the importance of genuine customer service within repair shops, because of one large factor: competition. Depending on where a shop is located, there might be 5 to 10—or more—competing shops within a few miles. Customers already expect great results, so the service is what makes a business stand apart. Below, are Guest's tips for creating genuine customer connections that will aid in improving customer retention and growth.

*(As told to Nora Johnson)*

Be attentive to the words you say. When thinking about speaking with customers, there are a few questions you should ask yourself:

- What words are coming out of my mouth?
- Am I using unknown slang terms?
- Am I incorporating inside lingo into my explanation that a customer may not understand?

Within the car repair industry—where jargon is heavy—language should be tailored to those with little to no car knowledge. It is important to steer clear of "\$15 words" that only other individuals with a repair background would understand. Instead, take the word or term you plan on using, and translate it into an easily digestible explanation that any customer would understand.

Look at how your body plays. As for body language, multiple factors come into play—from facial expressions to enthusiasm. A genuine smile, direct eye contact and welcoming gestures can help form real connections with customers. Patrons will read the energy presented to them, and judge their customer service experiences on those small details.

Most of the things we can do to create genuine connections cost us nothing. Appropriate word choice and body language come at no investment, other than the cost of possible training, in order to engrain the habits in your staff. But once the skills are learned, you can just rinse and repeat at no cost.

Facilitate a mindset shift. If you can get your employees to be truly happy to be working at your shop, and glad to see cars and customers coming in, phoniness will wear away. The key to creating genuine customer relationships is to have your employees deliver information to the patron in the moment, solely focused on the interaction.

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# Team Weekend Is Coming to Southern California!

*Saturday & Sunday, September 7-8*  
**at Gustafson Bros. Automotive in Huntington Beach**

If you have never been to Gustafson Bros. this is your chance to tour a shop owner's dream facility! John Gustafson, has spent the last 48 years growing an auto mechanical & auto body shop into a thriving business with over 70 team members. Check out our three educational programs on Saturday, all designed to make you see a bigger picture of our industry.

## **Team Weekend Schedule:**

- 1:00 - 2:30**     *Future of the Auto Repair Industry:* Bob Cushing, WORLDPAAC
- 2:30 - 3:15**     *ASCCA Survey Results and Announcement of Winners:* Rob Morrell, WORLDPAAC
- 3:30 - 4:30**     *Be a 5-Star Shop on Google, Facebook and More!:* Jenna Simon, Broadly
- 4:30 - 5:00**     *Auto Industry & Young Tech Involvement:* John Gustafson, Gustafson Brothers Automotive
- 5:00 - 6:30**     Dinner Provided by Drive
- 6:30 - 8:00**     ADAS Demonstration at Autologic's nearby location. Kevin Fitzpatrick, Autologic Diagnostics

**[Register Here!](#)**

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I like to call this "show timing," similar to those in theater. Behind the curtain of a show is ego, conflict, and stress, but when they step out from behind the curtain, each cast member has lines to say, in order for the audience to enjoy their experience. When the lights go on in your shop, and the doors get unlocked, it's showtime in front of the customers.

Employees have to truly listen and give their full attention to guests to create genuine connections.

Create an air of familiarity. Everybody loves to be recognized. When I walk into my favorite repair shop to get maintenance done on my vehicle, the employee at the service desk will ask, "Hey, Laurie, how is life on the road?" He is able to remember that I travel for a living, and shows that he recognizes who I am.

Addressing a customer with an air of familiarity creates a strong connection and shows him or her that he or she is a valued member of the business. Even if you recognize a customer but don't remember his or her name or what he or she does for a living, you can still greet him or her with a tone that shows that you recognize who he or she is. Familiarity can be showcased by saying, "Good to see you again; how is everything?" It's a much stronger phrase than, "Hey, how's it going?"

*Ratchet+Wrench* is the leading progressive media brand exclusively serving auto care center owners and operators through examining in-depth real world struggles, successes and solutions from the industry. It provides our readers and users the inspiration, tools and motivation to help them succeed in the auto care center industry.



# The Top Four Diagnostic Challenges



By Nora Johnson

This story was originally published in Ratchet+Wrench on August 1, 2019.

When *Ratchet+Wrench* posed the question, “What are the biggest diagnostic challenges facing shops these days?” on Facebook, over 60 comments came flooding in. Pointing to the conclusion that diagnostics, unsurprisingly, come with a lot of challenges—and these battles are ever-evolving.

Diagnostic challenges have always been a hot industry topic, but as technology advances and more ADAS features are being integrated into everyday vehicles—the subject becomes more and more pressing.

From buying the equipment, to training the staff, to educating the customers and selling the services, challenges within diagnostics are abundant. How a shop faces these challenges, can make the difference between profitability, and money loss.

*Ratchet+Wrench* breaks down the above issues, and takes an in-depth look at how shops can overcome each challenge—and ultimately, find diagnostic success.

## The Challenge of Buying

John Bridgwater has plenty of diagnostic scan tools at the shop he manages, Wright’s Automotive Service in San Leandro, Calif.

But even still, “it’s not enough,” he says.

And, it may definitely feel like that for a majority of owners.

The amount and variety of scan tools constantly being marketed can become overwhelming—and deciding which tools to invest in is a large, costly decision. If a tool investment is ill-researched, the expense of the scan tool could be wasted, leaving lost money and no added profit.

Currently, Bridgwater says he has roughly 12–14 diagnostic scan tools in his shop, a mixture of both factory and aftermarket. The accumulation of tools has been a steady and carefully decided collection.



Which begs the question: Which scan tools should a shop have, and when should an extra investment on a specialized factory tool be made?

According to Bridgwater, it all depends.

### Start with the basics.

The first scan tool Robert (Dutch) Silverstein, owner of A & M Auto Service in Pineville, N.C., bought for himself and his shop was an aftermarket tool—it was what fit in his budget. He said the tool allowed for him to simply have a large variety of cars to work on and with which to make money.

“When you first start out, you have to get an all-in-one tool, unless you’re going to start out specialized,” Silverstein says.

Independent shops should focus on getting a tool that will do as much as possible, he says. It’s not going to be perfect, Silverstein explains, or even near it—it will only be able to do roughly 80–85 percent of all the operations a factory scan tool can perform. But an all-in-one tool will achieve your best return on investment.

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Although, Bridgwater suggests that most shops will need a variety of aftermarket tools, because no one tool is going to do everything you need, he says.

Soon after, Silverstein started looking at which vehicles he saw more of come into his shop. After noticing that a large amount of Fords came in, he bought his first factory diagnostic scan tool.

### Consider the investment.

Similarly to Silverstein, Bridgwater expands his scan tool collection by surveying what vehicles come into his shop. Specifically, he keeps an eye on what work he isn't able to do because of his lack of tooling for it, and he then bases his decision on that.

"If I see that I am turning down the work because I am not properly tooled for it, I take that into consideration," Bridgwater says.

Once he sees that he has a need for a specific factory tool, he has no problem making the investment.

"You have to have the factory tools if you're going to have 100 percent coverage for the product lines you're working on," Bridgwater says. "If you want to be able to program and handle all of the complex stuff that only a factory tool gives you, you have to invest in the factory tool."

Before investing in any new scan tool, Bridgwater looks at what the capabilities are of his current scan tools, and compares them to the added capabilities of the possible new tool.

"Look at what you can do with the tools (you're considering purchasing), but more importantly [look at] what you can't do with the tools you're looking at buying," he says.

### Know your market.

Diagnostic scan tools are expensive, and as previously stated, a large purchasing decision. But with a carefully researched collection, the array of tools can greatly expand the array of work a shop can accomplish.

Silverstein's scan tools have allowed him to be able to count on one hand the amount of times his shop has had to send a car back to the dealer (excluding recalls and warranty work).

In regard to purchasing costly and necessary tools, Silverstein has the motto, "You have to sacrifice today for the blessings of tomorrow."

However, it is important to take note that a mantra of, "The more tools, the more jobs," isn't entirely true. While some large tooling investments need to be made, not every tool is needed in every shop.

For example, Bridgwater has a collection of GM, Ford, Honda, Toyota and few other factory tools, but a Chrysler scan tool will not be found in his shop. Why? He simply doesn't work on enough of them to make the investment, he says.

"I have no problem buying a factory tool if I worked on them (Chryslers). I just don't see enough in my shop for it to be worth the money," he explains.

## **The Challenge of Training**

Buying diagnostic scan tools is one undertaking, but ensuring that a shop's staff is properly trained to correctly use them, is another. Limited training could result in a tool investment going to waste, leaving a shop with a pricey tool and no knowledge on how to utilize its function.

Both Bridgwater and Silverstein put strong emphasis on training, and have set up systems in their shops that provide themselves, their staff, and their customers the benefits of the extended effort of constant equipment education.

### Find what you need.

Bridgwater explains that most factory scan tools come with a lot more information and explanation than aftermarket tools. For example, the BMW factory tool comes programmed with the entire test plan information all within the tool itself.

Although maybe not as thorough, most tools—both factory and aftermarket—will have a decent amount of in-

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formation online. Bridgwater says that this set of information is good for technicians that may not have a lot of experience with scan tools, but ultimately, won't sharpen the technicians' skills—which is why training is such a large priority for him and his shop.

"I think ongoing training is incredibly important," Bridgwater says.

The changing complexity of vehicles in one of the largest driving forces for Bridgwater to invest in training for his technicians.

"You need a scanner for some basic brake functions these days," he explains.

Silverstein believes in the investment of training so much so that at his shop, that he shoots for each of his techs to have 40 hours of it each year.

### Pay their way.

In order to cement extended education as a shop priority, owners can invest and pay for the training of their employees. Silverstein pays his techs a special training wage—a reduced number from their regular hourly wages. He also foots the bill for the classes themselves, the transportation to the training, the hotel and the meals purchased during the trip.

At Bridgwater's shop, he pays for various annual training packages from different vendors/parts suppliers each year. He also encourages his team members to find training on their own and present the opportunities to him.

"I'll say, 'You find whatever training you want, bring it to me, and I'll pay for it,'" Bridgwater says.

He recently brought two of his staff members to VISION, an auto repair shop training conference hosted by the Midwest Auto Care Alliance, and paid for their way. He says the investment was beyond worth it.

Bridgwater says he once saw a quote on Facebook that speaks to how he views training at his shop. The gist of the quote is as follows: "What happens if we pay for all this training and the people leave us? Well, what happens if we don't pay for it, and they stay?"

### **The Challenge of Customer Education**

Not only can technicians benefit from diagnostic education, but customers can as well. When a customer understands the what, when, where, and why of diagnostics, he or she is more likely to have a full understanding of the process and the necessity to charge for the service.

A moment of explanation and education can stop customers from "price shopping" and help them understand the value of the work being done on their vehicles.

### Talk them through it.

Silverstein is big on customer education, and one look inside his shop will prove that dedication. He has wall hangings throughout his waiting room of educational graphs and guides, as well as further information on the front desk that customers can look at or be walked through.

When explaining diagnostic tests to his customers—or guests, as Silverstein prefers to call his loyal patrons—he will slow down, go through each step of the process, and end his explanation with a question that can only be answered with a "yes."

An example of how Silverstein explains the process of diagnostic testing could look like the following:

*"We're going to go in and we're going to evaluate your vehicle, and then we're going to run a series of tests. Based on those tests, we're going to tailor the repair so it actually fixes what's broken in your car—does that make sense?"*

The final question allows the customer to begin agreeing, and provides them with a degree of certainty.

"I'm going to give them every opportunity so that they can learn and not feel as if they are being taken advantage of," Silverstein says.

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### Use their language.

Fully explaining exactly what diagnostics are to someone who may know anything about their vehicle, is a challenge. To combat the jargon barrier, Bridgwater explains to customers why they are paying for diagnostic testing in a language they will understand.

First, Bridgwater will figure out what the customer does for a living—are they in food service, construction, do they work for the government, etc. He then tries to use examples from their professions to explain how what they do has value, just like what he does has value.

“I try to equate what I do with what they do, and if I’m successful, they understand it and they are happy to pay my fees,” Bridgwater says.

He might also explain to them using an example of something we all have experience with—going to the doctor.

“If you go to the doctor, they are going to run a set of tests, and charge you for the tests, regardless of the outcome. The doctor is going to do basic height, weight, and blood pressure tests. Based off those tests, he or she will do more tests, and will charge you for those tests,” Bridgwater says.

It’s all about explaining that answers have value, he says.

### **The Challenge of Selling**

When Silverstein first started his business, he didn’t charge for diagnostics—it was just him and he had monthly debt he had to pay. Silverstein didn’t want to turn work away and was afraid that if he charged for diagnostics, people would take their business elsewhere.

“I wasn’t presenting from a position of strength but from a position of weakness,” he says.

He hadn’t had enough time yet to develop clientele, but soon learned that not charging for the tests, was not the way to make money.

“Every minute of the day, the clock ticks, and you have to earn that money whether it be with brakes or diagnostics,” Silverstein says.

### Understand your value.

“A lot of people don’t understand the value of the expertise that they bring to the table,” Silverstein says. “They don’t value it themselves, so why should other people value it?”

Bridgwater explains valuation like this: Every day, it costs \$2,500 just to open the door before a wrench is even lifted. So, why would a shop give away their services if it costs that much to even open their doors?

“I’m using my most skilled and most talented technician, who knows how to use my most expensive equipment; why am I going to give that away?” Bridgwater says.

Revenue is time-based, Silverstein explains, any specialized testing has to make up for the lost revenue of parts.

Instead of charging the typical hourly rate and losing money, Silverstein suggests looking at a multiplier or a recovery factor.

“If someone is doing brake jobs all day, they’re going to make more money than when doing diagnostics—but that’s backward. Diagnostics require the most specialized equipment and the highest-paying techs. Why should they get paid any less?” Silverstein says.

### Charge what you’re worth.

“The reality is, most shops out there either discount their diagnostics, roll it back into the repair, or devalue that service,” Bridgwater says. “Diagnostics aren’t the least valuable portion [of the service]; that’s the most valuable portion of the service”

Right now, Bridgwater charges a fixed rate when someone brings a car in. If a vehicle has, let’s say, an air

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# The 5 Steps to Reprimanding an Employee



*Bob Cooper* This story was originally published in Ratchet+Wrench on August 12, 2019

Regardless of how great your employees are, if you work with them long enough, there may come a time when you need to reprimand them if they've behaved inappropriately. If you follow these five easy steps to successfully reprimanding an employee, the end result will be a positive outcome for both of you. Please bear in mind that **you can only manage manageable people**. If you've hired the right people, they'll likely know when they've behaved undesirably and will eventually take responsibility for their actions.

**No 1: Empathy.** It's important to remember that our employees are human beings, and human beings make mistakes and occasionally behave inappropriately. Some examples of this in our line of work may be a tech coming in late, an advisor being short with a customer, or an employee being rude to a coworker. When this does happen, you need to speak with the employee as soon as possible.

In order for us to successfully reprimand the employee, the first thing we need to do is ensure we are in the right state of mind. If we're upset, it's unlikely that we'll be able to effectively communicate with the employee, who may also be upset with what has occurred and with the fact that they are being reprimanded. Although there are many ways to manage our emotions, a helpful trick I use is to immediately remind myself how fortunate I am to have the employee working with me in the first place. This will typically calm me down and ensure that I am level-headed when I speak to the employee.

When we meet with the employee, it should always be in a private environment. Because our employees are typically aware if they've crossed the line or behaved inappropriately, it's important for us to remember to be compassionate and give them a chance to explain the situation. In cases where the employee is emotionally charged, you may want to begin by asking them if they are okay, and then offering them something to drink. Above all else, they need to know we care about them as a person and that we are understanding. It is for this reason that empathy is number one on our list.

**No. 2: Listen to the Employee.** As our second step, we need to ask the employee what happened, and then allow them to explain as much as they would like. If we've hired the right person, simply talking about what occurred will allow them to vent any frustration that led to crossing the line. Over the years, I've found that more often than not, when you have the right employees, they will begin to take responsibility for their actions and acknowledge that they made a mistake within a matter of minutes.

**No. 3: Interview the Employee.** After they have vented and begin to settle down, we need to learn more about what happened and why. We can do this by asking a number of questions. Not only can this help us better understand what caused their misbehavior, but through this process we will discover what could have been done differently, and what will prevent it from happening again.

**No. 4: Take Appropriate Action.** Once we have learned the details of what happened and why, four things must take place.

- First, we need to remedy any misunderstanding, damage or wrongdoing (i.e. providing apologies, righting any wrong, repairing anything that was damaged, issuing a refund, etc.). In most cases, we should take into consideration what the employee feels should be done to address the issue, and why.
- Secondly, we need to take the appropriate action to ensure the same issues that led to the inappropriate behavior don't happen again. Here again, we need to consider asking the employee for their recommendations on the preventative actions.
- As our third action item, we need to tell the employee, in very clear terms, that we recognize that they know what they did was wrong, and we respect them enough to know it won't happen again. Lastly, we need to properly document the reprimand.

**No. 5: Encourage the Employee.** This is the fifth and most important part of the entire process. As with any

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conditioning problem, their check engine light is on, their ABS light is also on, and there's a strange noise—that would be a four-step analysis. Each analysis step has a testing and inspection rate. If a certain analysis only ends up taking under five minutes, he won't charge the customer, but if not, each of those steps needs to be charged for, he explains.

Silverstein has a guarantee on his website letting his customers know that if they have a problem with their cars, and they let him go through the entire series of testing he needs to run, and he still can't fix the problem—they don't pay him.

That's a pretty strong statement, but regardless, it shows customers that they have to be willing to pay for the testing necessary to isolate their vehicle's problem.

"Realize your value and charge for that value," Bridgwater says.

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reprimand, we always need to separate the behavior from the person. This means that it's their behavior that is at fault, and not them as a person. We can do this by simply wrapping up the reprimand with a review of the next step action items, and then closing out the meeting by sharing just how much we enjoy working with them. We need to let them know that we admire them as a person, and that we look forward to working with them for years to come.

In closing, if you hire the right people and make frequent deposits into their emotional bank accounts by praising them for their positive behaviors, it will allow you to make the emotional withdrawals that may accompany reprimands. If you make those deposits regularly, and if you follow this procedure when an employee has crossed the line, then this is my guarantee: When they leave your office, they will admire you for how you handled the reprimand and how you praised them as a person. They may be upset with the way they behaved, but they will feel good about themselves because you let them know just how much you appreciate them being a member of your team. Lastly, if you are looking for an easy way to remember this procedure, just think of "Elite", as the five letters that make up our company name happen to be the first letter in each of the five steps.

*Since 1990, Bob Cooper has been the president of Elite ([www.EliteWorldwide.com](http://www.EliteWorldwide.com)), a company that strives to help shop owners reach their goals and live happier lives, while elevating the industry at the same time. The company offers the industry's #1 peer group of 90 successful shop owners, training and coaching from top shop owners, service advisor training, along with online and in-class sales, marketing and shop management courses. You can contact Elite at [contact@eliteworldwide.com](mailto:contact@eliteworldwide.com), or by calling 800-204-3548.*

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# Professional Business Development Southern California Schedule

Saturday morning 9 AM to 12 PM

March 30	Irwindale Speedway	Don't just sit there do something!	All the knowledge in the world cannot make it happen. You must get up and take the 1st step, write the 1st word, drive the 1st nail. Our world is paralyzed by great ideas but not the discipline to implement them. Knowledge is not the power we seek, implementation of the knowledge we already have is the key to success. The most successful business owners have had the discipline to take the 1st step . 4 Essential Steps to Successful Implementation	ENTIRE STAFF
May 25	Irwindale Speedway	Business 101 for Employees	Teach your employees about business, the ABC's of Cash Flow and Basic P&L interpretation. Ever heard of the "6 Minute Factor," the "Pitfalls of Discounting" and "The Missing employee." Join us in determining what it could cost you and your business. Learn how 6 minutes per tech per day could be the difference between making money or closing your doors.	ENTIRE STAFF
July 20	Irwindale Speedway	Service Advisors Roundtable	Sit down with your service advising peers to discuss the challenges facing service advisors in repair shops today. No subject is off the table! Phone shoppers, quoting prices, the internet customers, or owners and staff.	SERVICE ADVISORS
September 14	Irwindale Speedway	11.5 Ways to Massively Grow Your Customer Base in 30 days	Need to get some new business and do so quickly? Lost too many customers over the last few years? Want some new marketing ideas or maybe some new ways to use the old ones?  In this workshop, you will learn the many tried and true ways to massively grow your customer base very quickly.	OWNERS/ MANAGERS
November 16	Irwindale Speedway	Owners Roundtable	Sit down with other owners and managers to have an open honest and frank discussion on the Good, Bad and the Ugly of shop ownership today	OWNERS/ MANAGERS



Educational Seminars Institute  
Automotive Management Specialists

**Irwindale Speedway**

500 Speedway Dr. Irwindale 91706



# ASCCA Foothill Chapter 5 Member Benefits

**In addition to the State-wide benefits shown in the “ASCCA Advantage,” these are additional benefits available to Chapter 5 members.**

- 1. A VERY LOUD POLITICAL VOICE.** Individually, there isn't much we can do to shape legislation which will affect our industry, but collectively, our united voices are STRONG, LOUD AND FOCUSED. Politicians and elected officials in state, county and city governments listen to ASCCA when we talk, because we represent hundreds of members (& thousands of voters!) statewide. Often, the Bureau of Automotive Repair discusses with ASCCA rules and regulations under consideration to see how they will fit in the real world of automotive repair.
- 2. SHOP TO SHOP NETWORKING.** Our members don't see each other as competition but as comrades in the industry, helping each other to succeed. If you have a problem you can't figure out, call one of our members who specializes in that area. They'll be glad to help you out.
- 3. INFORMATIVE MEETINGS.** We hold Dinner Meetings on the first Tuesday evening of each month. Our meetings offer great speakers, camaraderie, valuable information, and the latest news on what's happening in the automotive repair industry. You also get to network with other shop owners and exchange ideas, tips, techniques and short cuts. The monthly meal is included in your dues, plus we have a long-standing special where you can bring your spouse or business partner at no charge! Our Chapter Board of Directors schedules our programs and welcomes any suggestions you have on good speakers! Contact the chapter office with your suggestions. For the location and current speaker, look on the last page of this newsletter.
- 4. CHAPTER SEMINARS.** The Foothill Chapter Board of Directors and our Seminar Committee Chair, Raul Salgado of Raul's Auto Repair in Azusa and Covina, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. Cost is minimal and sometimes free. This is a tremendous member benefit for you and your employees! Give Raul your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 339-7566
- 5. MONTHLY & QUARTERLY NEWSLETTERS.** We send out an environmentally-friendly monthly email newsletter with helpful and informative articles, tech tips, contact lists and information, upcoming events, reports on recent events and vendor ads & information. Once a quarter you'll receive the newsletter from the State Association Office.
- 6. THE FOOTHILL CHAPTER WEBSITE.** This Foothill Chapter website at <http://www.asc5.com/> lists members by city. It also lists upcoming seminars and meetings. Contact Joseph Appler at [ascca.05@gmail.com](mailto:ascca.05@gmail.com) with questions or suggestions for the chapter web site.
- 7. CHAPTER JOB BANK.** The Foothill Chapter has established its own Job Bank Network for member shops. If you have a qualified applicant you can't use, or if you need to hire someone, send a summary email to [ascca.05@gmail.com](mailto:ascca.05@gmail.com) & your information will be forwarded to the entire Chapter 5 membership.
- 8. CHAPTER ASE LENDING LIBRARY** Call Darren Gilbert at (626-282-0644) or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) for more information.
- 9. CHAPTER SOCIALS.** Our Socials Chairman, Jack Scrafield (818) 769-2334, arranges outstanding social events for us throughout the year. We've visited JPL, the J. Paul Getty Museum, had many "Day at the Races" at Santa Anita Race Track, toured the Autry Museum of Western Heritage, taken a murder mystery train ride including a delicious dinner, attended the races at Irwindale Speedway, had bowling dinner parties at Montrose Bowl, had several excellent parties, and toured the J. P. Nethercutt Collection of beautiful classic automobiles. Jack would like to hear from you with your suggestions for future social events.
- 10. ASCCA NET PRESENCE.** ASCCA has established a home page at <http://www.ascca.com/> The ASC web page has three target audiences: 1) ASC members now have a quick, easy reference on their computer to keep them abreast of what is occurring in the state association and within the automotive repair industry; 2) California shops that are not ASC members can learn more about the advantages of being an ASC member; and 3) California consumers looking for honest, reputable repair facilities can find a list of ASC members quickly and easily on the ASC web pages. All ASC members statewide are listed. Soon, your shop website will be able to have a link on the State site.
- 11. FREE CPA CONSULTS.** All ASCCA Chapter 5 members are entitled to a half-hour of free telephone consultation each month from chapter member Norm Blieden, CPA. The service is not limited to shop business though Norm has extensive experience in shop-related matters. This member benefit can save you a ton of money and a lot of headaches. Call Norm at 626-440-9511.

**Why try to succeed alone, and re-invent the wheel? Partner with others on the same path and learn from them, as well as teach them what you have learned. If you have questions about how to access these benefits, contact the Chapter 5 office at [ascca.05@gmail.com](mailto:ascca.05@gmail.com). or 626-296-6961.**

# How ASCCA Dues work in Chapter 5

## Membership in ASCCA is on an annual basis.

- Regular membership dues in ASCCA Chapter 5 are \$800/yr. Associate membership dues are \$895/yr.
  - \$400 goes to the Chapter
  - The remaining portion goes to the State Association
- When memberships are held in multiple chapters, only the original membership pays the full State Association dues. Additional members pay reduced State dues of \$250/yr. All memberships pay full chapter dues.
- Annual payment is due in the Sacramento office on January 1 of each year.
- Payment plans are available upon approval by the Chapter & State Association. With all payment plans, automatic credit card payments or ACH are now required. There is a \$2.00 transaction fee for these payments. (Chapter 5 will cover the transaction fees for our members.)
  - Semi-annually: Due: January 1 & July 1
  - Quarterly: Due: January 1, April 1, July 1, October 1
  - Monthly: Due the first of each month
- If payment is not received according to the agreed-upon schedule, dues immediately become delinquent.
- If a member reaches 90 days delinquent, their ASCCA membership may be cancelled.

## What do you get for your dues? (This is the “short” list. See the ASCCA Advantage flyer for the full list.)

- Amazing connection with your peers in the automotive industry.
  - Older shop owners who have gone ahead & you can benefit from what they’ve learned.
  - Newer shop owners who need to learn from what you’ve experienced.
- A loud voice to the legislators who are passing laws which have a direct effect on how you can operate your business.
- Opportunities to meet the legislators with power in numbers. (They will listen better.)
- Great discounts from endorsed vendors (see the ASCCA Advantage flyer) which will more than make up for your dues costs.
- Timely communications regarding what’s going on in the industry.
- Access to seminars & classes at an ASCCA discounted rate.
- Monthly dinner meetings with special speakers who know our industry. Dinner at the regular meetings for you and your spouse or business partner is included in your chapter dues. (\$600/yr. value.)
- Monthly e-newsletters with important, educational, & sometimes entertaining information that is designed to improve your bottom line.
- 30 minutes a month of free legal counsel.
- 30 minutes a month of free accounting counsel.

## What happens when you don’t pay your dues on time?

- Association resources have to be spent to collect your outstanding dues.
- Association activities & effectiveness are reduced.
- The Association loses a valuable voice.
- (This is why we recommend automatic payments on all payment plans.)














# The ASCCA Advantage

The ASCCA Advantage outlines the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association.










## Corporate Partners - Increasing Your Membership Value

BUSINESS SUPPLIES, EQUIPMENT & SERVICES		
	ASCCA members get access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year!	Kathleen Schmatz, (301) 654.6664 kathleen.schmatz@autocare.org
	AESwave specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical writers use products and strategies developed at AESwave.	Carlos Menchu, (877) 351.9573 info@aeswave.com www.aeswave.com
	This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more!	Jim Gray, (704) 301.1500 jim.gray@autozone.com
	Provides maintenance services, equipment training & consumer education materials. Increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving your customer's driving experience and vehicle performance.	Eric Waln (949) 337.2484 Eric Elbert (805) 490.6080, EricE@petrospecsBG.com www.petrospecsinc.com.
	Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit hotelstorm.com/ascca and use password Auto 1234 to get your discount.	concierge@hotelstorm.com www.hotelstorm/ascca
	LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines.	Steven Poole, (562) 320.2398 SJPoole@lkqcorp.com
	The leader in automotive thermostats; fuel, oil and coolant caps sold to the North American automotive aftermarket. Their line of thermostats is one of the most advanced in the automotive industry, using state-of-the-art manufacturing equipment, with strict quality control and functional testing, ensuring high quality and long-lasting products.	Sean Ruitenber, (618) 599.5196 sean.ruitenber@motoradusa.com
	Motul is the first lubricant manufacturer to pioneer the formulation of a 100% synthetic lubricant for automotive engines, the 300V, making use of Esters technology and issued from the aeronautical industry. Motul's 8100 line of 100% synthetic oils have OE approvals from manufacturers such as Porsche, Audi, BMW, Mercedes-Benz, and VW.	Nick Bagley, (909) 538.2042 n.bagley@us.motul.com
	NAPA Auto Care is the largest aftermarket repair network in the country with over 16,000 independently owned and nationally recognizes automotive, collision, and truck service centers. NAPA's mission is to help all member businesses increase their car count and sell more services.	John Hartman, (619) 300.4910 NAPA SoCal District Sales Manager john_hartman@genpt.com
	Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members.	Michael Nitz, (855)-337-6811 Michael.nitz@officedepot.com https://business.officedepot.com/
	Get access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform every day, a nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early-pay discounts, electronic ordering discounts, and more.	ASCCA@oreillyauto.com



 <b>MAIL Shark</b> Print & Direct Mail Made Easy	Mail Shark approaches direct mail strategically by providing penetration reports and demographic analysis to make sure you're reaching the right people. They'll make it easier for you to grow your car count, manage your budget.	Josh Davis, 484-648-8626 <a href="mailto:josh@themailshark.com">josh@themailshark.com</a> <a href="http://www.themailshark.com/ascca">www.themailshark.com/ascca</a>
 <b>DFC</b> Dynamic Friction Company	DFC is the leading manufacturer of award-winning automotive braking systems. They maintain a huge selection of brake parts for all domestic and foreign vehicle applications. Their engineers, product managers, and R&D staff work hard to give their customers first-to-market advantage.	Dan Biezonsky, 951-200-0953, <a href="mailto:danb@dynamicfriction.com">danb@dynamicfriction.com</a> , <a href="http://www.dynamicfriction.com/">http://www.dynamicfriction.com/</a>
<b>EDUCATION PROVIDERS</b>		
 <b>THE act! GROUP</b> Automotive Coaching and Training	The ACT Group is a partnership of long time automotive industry experts. Former Technicians, Service Writers, Managers, General Managers and owners of automotive facilities offer their expertise in a strong variety of industry training classes. Discounts are available to ASCCA members, including \$200.00 off our Service Advisor Classes.	Ray Kunz, 916-588-0775
 <b>ATI Automotive Training Institute</b>	ATI has helped thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses for over 30 years. <ul style="list-style-type: none"> <li>They are the industry leader in automotive business coaching providing expert management and consulting services. Get weekly business coaching from an industry expert and classes in marketing, hiring, finance, leadership and sales.</li> </ul>	Jim Silverman, (301) 575-9140, <a href="mailto:jsilverman@autotraining.net">jsilverman@autotraining.net</a> , <a href="http://www.autotraining.net">www.autotraining.net</a>
 <b>ESI</b> Educational Seminars Institute Automotive Management Specialists	Since 1984 ESI has provided independent repair shops with up-to-date full-facility training for management and personnel. <ul style="list-style-type: none"> <li>ASCCA Members have exclusive access to discounted training courses.</li> <li>Save \$800 on every Service Writer course and \$55 on every seminar. (Space limited.)</li> <li><b>FREE 30 minutes of business consulting advice per month.</b></li> </ul>	Maylan Newton (866) 526.3039, <a href="mailto:maylan@esiseminars.com">maylan@esiseminars.com</a> .
 <b>Motor Age TRAINING</b> Self-Study Guides for ASE Certification	25% discount on all ASE exam study guides.	James Hwang (310) 857.7633
<b>INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS</b>		
 <b>iATN</b>	iATN is the world's first and largest online network of automotive service industry professionals. -Get discounted access to up to 5 premium access accounts, free job ad postings, a private forum for your shop, and unlimited access to the iATN Knowledge Base that allows you to search iATN's databases of in-use industry knowledge compiled over the last 20 years.	Greg Montero (651) 628.5706 <a href="mailto:greg.montero@iatn.com">greg.montero@iatn.com</a> <a href="http://www.iatn.net">www.iatn.net</a>
<b>INSURANCE &amp; LEGAL SERVICES</b>		
 <b>Armstrong &amp; ASSOCIATES</b> Insurance Services	Includes an enrollment discount of \$100	Customer Service (866) 923.7767, <a href="http://www.armstrongprofessional.com">www.armstrongprofessional.com</a>
 <b>COREMARK</b>	Competitive dental & vision plans exclusively available to ASCCA members.	Mat Nabity, (916) 286.0918 <a href="mailto:mnabity@coremarkins.com">mnabity@coremarkins.com</a>
 <b>MGR</b>	<b>FREE LEGAL Service - Thirty (30) minutes of free legal advice per month for all ASCCA members. A \$225 monthly value!</b>	Jack Molodanof, (916) 447.0313 <a href="mailto:jack@mgrco.org">jack@mgrco.org</a> <a href="http://www.mgrco.org">www.mgrco.org</a> .
<b>INTERNET MARKETING, WEB DESIGN &amp; SEARCH ENGINE OPTIMIZATION</b>		
 <b>KUKUI</b>	The Kukui All in One Success Platform provides solutions for custom online marketing tools, website design, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. Kukui will help you track stats about new clients, your customer retention rate, and will help you track areas of improvement through appointment forms, phone call tracking, and feedback from customer reviews. ASCCA members receive special pricing on custom website design.	Todd Westerlund (925) 980.8012 <a href="mailto:Todd@kukui.com">Todd@kukui.com</a> or Patrick Egan (805) 259.3679 <a href="mailto:Patrick@kukui.com">Patrick@kukui.com</a> <a href="http://www.kukui.com">www.kukui.com</a>

**WWW.ASCCA.COM**

	Through internet marketing, Broadly gets great customer reviews on Google, Facebook, and other review sites. ASCCA members get a FREE account set-up (valued at \$200).	(800) 693.1089 marketing@broadly.com www.broadly.com
	Join the nation's largest network of elite auto repair shops. RepairPal independently certifies auto repair shops nationwide for superior training, quality tools, fair pricing, and a minimum 12-month/12,000 mile warranty. RepairPal shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year)	Evan DeMik, (415) 595-3346 evan@repairpal.com www.repairpal.com
<b>MERCHANT SERVICES</b>		
	Receive up to a <b>\$350 rebate</b> on your ASCCA State dues when you use DFG to process your credit cards. Call for a free no obligation consultation.	Shannon Devery (877) 326-2799 www.digitalfg.com/
<b>SOFTWARE PROVIDERS</b>		
	A comprehensive cloud-based tool that offers simple solutions to workflow management, communication, digital vehicle inspections, and quality control. • Developed by a shop owner designed specifically for the challenges shop owners face, AutoText.me's software is easy to implement and will save you time while you solve common shop problems. Available as a benefit to all ASCCA shop owners..	Chris Cloutier (469) 546.5725, chris@autotextme.com, www.autotext.me
	Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received \$40 off each of the first 3 months and \$10 off every month after for annual savings of \$210	Customer Service (800) 997.1674
	The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. <b>Ask for a special ASCCA member rate.</b>	Matt Ellinwood, (415) 890.0906 x106 matt@shop-ware.com.
<b>UNIFORM SERVICES</b>		
	Nationally recognized supplier of customer and employee apparel & janitorial services with special ASCCA pricing.	Jessica Essad 775-813-8954 EssadJ@cintas.com

## ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

**Local Chapters** – Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

**Proudly Display Your ASCCA Affiliation** – Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

**Communications** – The ASCCA Independent newsletter, email broadcasts, news alerts, member benefit flyers and our website.

**Member-to-Member Communications** – The ASCCA TeamTalk list serv provides members to communicate directly with their peers on a broad range of topics facing shop owners throughout California.



Scan here to learn more about your benefits  
or visit <http://ascca.com/resources/memberbenefits>

**Government Affairs & Political Representation** – Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

**Educational Foundation** – ASCCA members can also participate in the association's educational foundation that raises funds for scholarships issues to students entering into the automotive aftermarket.





## Chapter 5 Associate Members

BG Products	Abe Chavira	805-857-5065	<a href="mailto:abec@petrospecsbq.com">abec@petrospecsbq.com</a>
Dorman Products	Frank Alviso	951-206-7023	<a href="mailto:falviso@dormanproducts.com">falviso@dormanproducts.com</a>
Frederick Blum Insurance	Fred Blum	626-401-1300	<a href="mailto:blum4@pacbell.net">blum4@pacbell.net</a>
Hanson Distributing Company, Inc	Dan Hanson	626-448-4683	<a href="mailto:hansonmrktg@aol.com">hansonmrktg@aol.com</a>
Hawley Insurance Services	Bruce Hawley	714-865-2907	<a href="mailto:bruce@hawleyinsuranceservices.com">bruce@hawleyinsuranceservices.com</a>
Highpoint Distributing	Tim Huddleston	805-584-0030	<a href="mailto:huddle5@sbcglobal.net">huddle5@sbcglobal.net</a>
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	<a href="mailto:rlewis@jasperengines.com">rlewis@jasperengines.com</a>
Jeff Chin Diagnostics	Jeff Chin	818-929-9444	<a href="mailto:jchin.autologic@gmail.com">jchin.autologic@gmail.com</a>
Mark Christopher Auto Center	Steve Johnson	909-975-3919	<a href="mailto:sjohnson@markchristopher.com">sjohnson@markchristopher.com</a>
Drive	Robert Spitz	818-500-9631	<a href="mailto:rspitz@managementsuccess.com">rspitz@managementsuccess.com</a>
Mitchell 1 Software	Frank Joel	818-326-0602	<a href="mailto:fjoel@ix.netcom.com">fjoel@ix.netcom.com</a>
Norm Blieden CPA	Norm Blieden	626-440-9511	<a href="mailto:norm@bliedencpa.com">norm@bliedencpa.com</a>
RKM Insurance Agency	Ernie Arciniega	818-243-2651	<a href="mailto:ernie@rkmins.com">ernie@rkmins.com</a>
SC Fuels & Lubes	Dennis Giardina	310-722-3357	<a href="mailto:giardinad@scfuels.com">giardinad@scfuels.com</a>
Van de Pol Oil	Wes Powell	562-236-1000	<a href="mailto:wpowell@ineedoil.com">wpowell@ineedoil.com</a>

***Be sure to use the Anyvite electronic invitation to RSVP.  
If you didn't receive it, contact the Chapter 5 office at  
ascca.05@gmail.com***

## ASCCA CODE OF ETHICS

1. To promote good will between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality service at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality, distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for services rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from advertisement which is false or misleading or likely to confuse or deceive the customer.

## Chapter 5 Lending Library

(Another Benefit of Membership in ASCCA5)

To use this free service, call Darren Gilbert at (626) 282-0644 or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) and tell him which study guides you would like to check out. He will bring the books to the next General Meeting for you to pick up, and you then leave your credit card information as a guarantee. You are responsible for any damage or loss of the study guide. The guides must be returned to Darren at the next General Meeting or by mail. It's that simple!

C 1 - Automotive Consultant A 1 - Automotive Engine Repair A 2 - Automotive Trans/Trans Axle A 4 - Automotive Drivetrain A 4 - Automotive Suspension/Steering A 5 - Automotive Brakes A 6 - Automotive Electrical/Electronic A 7 - Automotive Heating/Air Conditioning A 8 - Automotive Engine Performance A9 - Diesel  L 1 - Advanced Engine Performance L 2 - Med/H.D Truck Electronic Diesel  P 1 - Parts Specialist Med/H.D Truck Dealership P 2 - Parts Specialist Automobile P 3 - Parts Specialist Truck Brakes P 4 - Parts Specialist General Motors  P 9 - Med/H.D. Truck Suspension & Steering X 1 - Car/Light Duty Truck Exhaust Systems  B 2 - Auto body Collision Repair - Painting/Refinishing B 3 - Auto body Collision - Non Structural Analysis B 4 - Auto Body Collision - Structural Analysis	B 5 - Auto Body Collision - Mech/Electrical Components B 6 - Auto Body Collision - Damage Analysis/ Estimating  F 1 - Alternate Fuels - Light Vehicle Compressed Natural Gas  M.M. - Engine Machinist Series  E 2 - Truck Equipment - Electrical/Electronic Systems  S 1 - School Bus - Body/ Special Equipment S 2 - School Bus - Diesel Engine S 3 - School Bus - Drivetrain S 4 - School Bus - Brakes S 5 - School Bus - Suspension/Steering S 6 - School Bus - Electrical/ Electronic S 7 - School Bus - Air Conditioning  T 1 - Med/H.D. Truck - Gasoline Engines T 2 - Med/H.D. Truck - Diesel Engines T 3 - Med/H.D. Truck - Drive Train T 4 - Med/H.D. Truck - Brakes T 5 - Med/H.D. Truck - Suspension/ Steering T 6 - Med/H.D. Truck - Electrical/Electronic Systems T 7 - Med/H.D. Truck - Heating/ A.C. Systems T 8 - Med/H. D. Truck - Preventive Maintenance
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# ASCCA Chapter 5 2019 Board of Directors

## Executive Board

2016

**President.....Kirk Haslam**  
Phone..... (626) 793-5656  
Email.....[advancemuffler1234@gmail.com](mailto:advancemuffler1234@gmail.com)

**Vice-President.....Tim Chakarian**  
Phone..... (626) 792-9222  
Email.....[tim@bmwphd.com](mailto:tim@bmwphd.com)

**Secretary.....Craig Johnson**  
Phone..... (626) 810-2281  
Email.....[cjauto@verizon.net](mailto:cjauto@verizon.net)

**Treasurer.....Jim Ward**  
Phone..... (626) 357-8080  
Email.....[jim@wardservice.com](mailto:jim@wardservice.com)

## Board of Directors

Randy Lewis..... (909) 717-9950  
Gene Morrill..... (626) 963-0814  
Darren Gilbert..... (626) 282-0644  
Johanna Reichert..... (626) 792-9222  
Jack Scrafield..... (818) 769-2334  
Mike Bedrossian..... (626) 765-6190  
Dave Label..... (626) 963-1211

## Chapter Rep

Jack Scrafield .....(818)769-2334

## Committee Chairs

**Seminars.....** Tim Chakarian....(626) 792-9222  
**Socials.....** Jack Scrafield....(818) 769-2334  
**Programs.....** Tim Chakarian....(626) 792-9222

## Associate Member Board Rep.

Randy Lewis.....(909) 717-9950

## Chapter Staff

Membership & Administration.....Joseph Appler  
Phone.....(626) 296-6961  
Text.....(818)482-0590  
Email.....[asca.05@gmail.com](mailto:asca.05@gmail.com)

## Chapter Contact Information

Mailing Address:  
1443 E. Washington Blvd. #653  
Pasadena, CA 91104-2650

Phone: (626)296-6961  
Text: (818)482-0590  
email: [asca.05@gmail.com](mailto:asca.05@gmail.com)  
Website: <http://www.ascca5.com>

## ASCCA State Contacts

**State Office in Sacramento.....**(800) 810-4272

### President

John Eppstein..... (619) 280-9315

### Executive Director

Gloria Peterson....(800) 810-4272 x104 or [GPeterson@amgroup.us](mailto:GPeterson@amgroup.us)

### Deputy Executive Director

Matthew Peralta....(800) 810-4272 x131 or [MPeralta@amgroup.us](mailto:MPeralta@amgroup.us)

### Manager Digital and Social Media

Sarah Austin.....(800) 810-4272 x110 or [SAustin@amgroup.us](mailto:SAustin@amgroup.us)

### Membership Services

Karissa Groff.(800) 810-4272 x133 or [KGoff@amgroup.us](mailto:KGoff@amgroup.us)

### Accounting Executive

Nito Goolan.....(800) 810-4272 x103 or [NGoolan@amgroup.us](mailto:NGoolan@amgroup.us)

### Events Manager

Rachel Hickerson.(800) 810-4272 x109 or [rhickerson@amgroup.us](mailto:rhickerson@amgroup.us)

### Communications Manager

Ryan King.....(800) 810-4272 x122 or [RKing@amgroup.us](mailto:RKing@amgroup.us)

### ASCCA Attorney

Jack Molodanof .....(916) 447-0313 or [Jack@mgrco.org](mailto:Jack@mgrco.org)

## Government Offices/Contacts

**US Senator Kamala Harris.....** ( D )

Phone ..... (916) 448 - 2787

Email .....[senator@harris.senate.gov](mailto:senator@harris.senate.gov)

**US Senator Dianne Feinstein.....** ( D )

Phone ..... (310) 914-7300

Email .....[senator@feinstein.senate.gov](mailto:senator@feinstein.senate.gov)

**US Rep Judy Chu.....** (D-27)

Phone ..... (626) 304-0110

**US Rep Adam Schiff.....** (D-28)

Phone ..... (818) 450-2900

**CA Senator Connie M. Leyva.....** (D-20)

Phone ..... (909) 888-5360

**CA Senator Susan Rubio.....** (D-22)

Phone ..... (626) 430-2499

**CA Senator Maria Elena Durazo.....** (D-24)

Phone ..... (213) 483-9300

**CA Senator Anthony J. Portantino.....** (D-25)

Phone ..... (818) 409-0400

**CA Senator Ling Ling Chang.....** (R-29)

Phone ..... (714) 671-9474

**CA Assembly Luz Rivas.....** (D-39)

Phone ..... (818) 504-3911

Email .....[Assemblymember.Rivas@assembly.ca.gov](mailto:Assemblymember.Rivas@assembly.ca.gov)

**CA Assembly Chris Holden.....** (D-41)

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**CA Assembly Laura Friedman.....** (D-43)

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**CA Assembly Jessie Gabriel.....** (D-45)

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**CA Assembly Adrin Nazarian.....** (D-46)

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**CA Assembly Blanca E. Rubio.....** (D-48)

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Email .....[Assemblymember.Rubio@assembly.ca.gov](mailto:Assemblymember.Rubio@assembly.ca.gov)

**CA Assembly Ed Chau.....** (D-49)

Phone ..... (323) 264-4949

Email .....[Assemblymember.Chau@assembly.ca.gov](mailto:Assemblymember.Chau@assembly.ca.gov)

## Government Offices/Contacts

**President Donald Trump.....** ( R )

Phone ..... (202) 456-1111

Fax..... (202) 445-4633

**Governor Gavin Newsom.....** ( D )

Phone ..... (916) 445-2841

Web.....<http://www.govmail.ca.gov>



ASCCA

*Foothill Chapter 5*

September 2019

***We have “gone dark”  
for our September 3  
Meeting at Mijares  
Mexican Restaurant!!!***

***Please consider attending Team  
Weekend since we won't be having our  
monthly Chapter 5 meeting.  
Details are on page 4.***

#### **UPCOMING MEETINGS & EVENTS**

Sep 7 & 8 - Team Weekend at Gustafson  
Brothers Automotive, Huntington Beach  
Oct 1 - Oktoberfest at Montrose Bowl

Nov 5 - To Be Announced at Mijares  
Dec 7 - Chapter Holiday Party